

Survey of Patients' Experiences - National - Top Box Scores c

HCAHPS Question

How often were the patients rooms and bathrooms kept clean?

How often did nurses communicate well with patients?

How often did doctors communicate well with patients?

How often did patients receive help quickly from hospital staff?

How often was patients pain well controlled?

How often did staff explain about medicines before giving them to patients?

How do patients rate the hospital overall?

How often was the area around patients rooms kept quiet at night?

Would patients recommend the hospital to friends and family?

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HCAHPS Answer Description

Room was always clean

Nurses always communicated well

Doctors always communicated well

Patients always received help as soon as they wanted

Pain was always well controlled

Staff always explained

Patients who gave a rating of 9 or 10 (high)

Always quiet at night

YES, patients would definitely recommend the hospital

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